

# Customer PROFILE

Specialty — Family

*Rocklan D. Walker, D.O.*

## *Electronic Medical Records in a Family Medicine Practice*

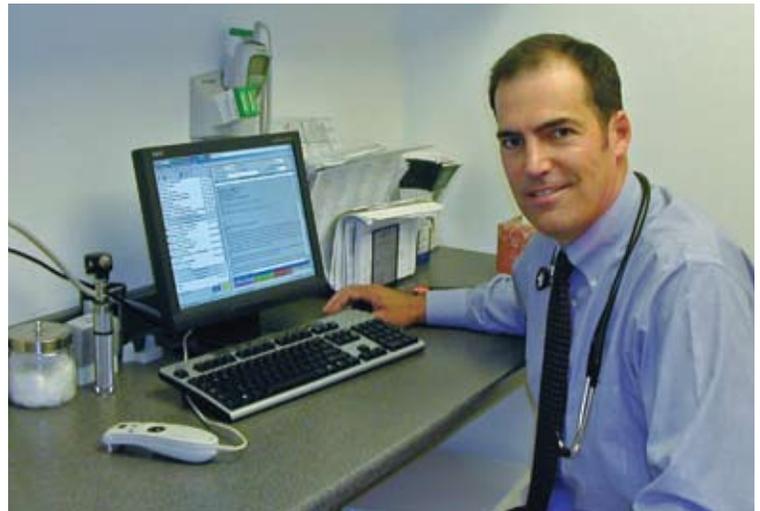
"I don't understand why more physicians don't use Electronic Medical Records" says Rocklan Walker, D.O., owner of Radnor Family Practice in Radnor, Pennsylvania. "Before I opened my new practice in 2000 I investigated over 10 Electronic Medical Record (EMR) Systems. I knew that I wanted to start with an EMR in my practice to avoid keeping paper records and to provide the flexibility that I felt that this technology could provide".

Today Radnor Family Practice is a completely electronic medical record practice located in a historical building within walking distance from the Philadelphia Main Line Radnor train station. Although there are some old paper charts from the beginning of the practice, all current patient records are electronic and available from anywhere within the practice as well as the exam rooms that include computers and large wide screen monitors to view and add medical information. "I also enjoy the flexibility to view patient records from home", claims Dr. Walker. "I'm not tied to the paper chart and the office to review or enter patient notes."

"We depend upon the ChartMaker® To Do list and Reminder System to organize the office. It really helps to avoid missing important medical events when information is entered into the EMR so that everyone can see it, plus if a medical test or patient is late for a recall the EMR reminds us that we need to attend to the issue."

Once he selected ChartMaker® from STI, Dr Walker claims that it took him a while to fully decide upon the workflow techniques that he wanted to use in his practice to enter patient data. Flexibility was important to him when he investigated EMR's and one of the reasons that he selected ChartMaker® was its ability to enter patient notes with a combination of both a template and voice recognition in the same note. "I use a template to enter medical information such as vital signs, medications, diagnoses and charge information, but I like to use voice recognition to complete the text of my note, especially the summary. With computers in each exam room, I enter my note and dictate my summary in front of the patient. Patients like to see the voice recognition software in ChartMaker® change my voice to text, and also seem to understand my instructions better when I summarize the information in front of them" claims Dr. Walker.

"I see three main benefits to the EMR in my medical practice. Most importantly is the flexibility it gives me to practice medicine the way that I want to. The second benefit is in organization, I know that all of my



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notes are legible, complete and available from any PC, in fact we received a discount from our malpractice carrier due to the EMR. We receive our laboratory results electronically into the ChartMaker® EMR from Quest and the software automatically flow sheets the data, so I can review medical laboratory data such as PSA levels for a patient over time, something that is pretty difficult to do with a paper medical record, not to mention the difficulty of managing all of the paper lab reports that used to come into the office. Now when we receive new lab results from Quest, they automatically appear on my laboratory To Do List so they can't get lost. The final benefit was the ability to grow my practice without adding costs. For example when Laura Born, M.D. joined Radnor Family Practice as the second physician in our practice, we did it without adding any additional staff members."

"I enter the billing information right from the exam room and it passes directly into the STI Practice Manager software to avoid double entry of charge information and it saves even more time. We have no paper charge slips in our office; the charge slip is electronic and built into the ChartMaker® EMR. Once I'm finished entering the note, it only takes a few seconds to enter the charge information."

Dr. Walker was the first STI practice to use the 2007 CCHIT ambulatory certified version of ChartMaker® (Version 3.0.5). "I especially like the new eScript system that is now included with this new version of ChartMaker.®" Sending scripts electronically is another time saving activity and organization benefit of the EMR. It is surprising that more physicians don't use this product. It saves time and money.

*Rocklan D. Walker, D.O. is the owner of Radnor Family Practice located in Radnor, Pennsylvania. Dr Walker is a graduate of the University of Richmond, and the Philadelphia College of Osteopathic Medicine.*

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